



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE:

**FOR THE DEPARTMENT OF WATER AND
SANITATION TO APPOINT A SERVICE PROVIDER
TO RENDER HYGIENE SERVICES FOR A PERIOD
OF 36 MONTHS FOR KIMBERLEY AND UPINGTON
OFFICES**

1. BACKGROUND

The Department of Water and Sanitation requires a service provider to render Hygiene and Sanitation services at the Kimberley offices for a period of 36 months.

2. BRIEF SPECIFICATIONS/DESCRIPTIONS

SCOPE OF WORK

A successful supplier will be required to perform the following tasks: Please note that all of the Items should be white in colour.

Item No:	Task Description	Frequency	Quantity
2.1	She Bin Pedal Intima (WHITE IN COLOUR)	Servicing and maintenance	
2.1.1	Supply SHE bins in the female toilet cubicles. <ul style="list-style-type: none"> Must have self-closing tight fitting lids with trap door, non-touch pedal for opening/closing mechanism. Slimline unit fits neatly next to WC. Pedal operated for hands free use & smooth easy clean hygienic surface. Must be able to carry a minimum of 50 bags. Replenish disposal bags in the dispensers. Material: Robust ABS construction Colour: White Feature: Pedal operated for hands free use Capacity: 20 litre capacity. 		21
	<ul style="list-style-type: none"> Empty the SHE bins, replace the refuse bag and removal of sanitary waste. Must be replaced at no additional cost in case of malfunctioning during the contract period. 	weakly in Kimberley	17
		Upington fortnightly	4
2.1.2	Supply and install the wall mounted: Disposable SHE packets Bag Dispenser (Women Cubicles). White	Monthly Maintenance Kimberley (17) Upington (4)	21
	<ul style="list-style-type: none"> Sanitary Pad Packet Dispenser is used to dispense hygiene bags / pad packet for the discreet and safe removal of sanitary waste. Dispenses single sanitary bags at a time. Wall mountable. 	Monthly Maintenance Kimberley (17) Upington (4)	21

2.2	AIR FRESHNER DISPENSER (WHITE) Install the wall mounted air fresheners: Metered Toilet Auto Fragrance Spray and Refill Sprays	Monthly Maintenance Kimberley (12) Upington (2)	14
2.2.1	<ul style="list-style-type: none"> Must be repaired/replaced with immediate effect at no additional cost in case of malfunctioning during the contract period. 	As in when	As in when
	<ul style="list-style-type: none"> Air freshener dispensers must be serviced refilled. 	Every two weeks	All installed dispensers
2.3	SUPPLY AND INSTALL WALL MOUNTED WASTE BINS FOR BATHROOMS (WHITE)	Once Off Kimberley (11) Upington (2)	13
2.3.1	Supply and install of waste wall bins for used hand paper towels	Monthly Maintenance	Monthly
2.4	LOCKABLE TOILET ROLL HOLDERS' (WHITE)	Monthly Maintenance	31
2.4.1	Install wall mounted lockable 3 tier toilet roll Holder <ul style="list-style-type: none"> Round Toilet Paper Dispenser Fits 3 toilet tissue rolls. Lockable. Wall mounted unit. Ideal for schools, offices, shopping malls, hospitals, clinics and public bathrooms/toilets. What's in the box 1 x Toilet Roll Holder - 3 Tier Lockable & Refillable - Wall Mounted Unit	Kimberley (23) Upington (8)	Once off
2.5	PAPER TOWEL CAB COMPACT AUTO-WHITE Install wall mounted lockable Paper Towel cab Compact	Monthly Maintenance Kimberley (12) Upington (2)	14
2.6	URINALS AND TOILET AUTO FLUSH CLEANER DISPENSER	Kimberley (6) Upington (2)	8
2.6.1	Keeps fixtures flushed and presentable as well as reducing uric acid build-up and malodour <ul style="list-style-type: none"> – Touch free system eliminating potential points of cross-contamination – Infrared sensor activated – 2-5 seconds after use – Retrofits on the standard Cobra junior flush 		

	master units – Batteries are fully serviced		
2.7	SANITIZER DISPENSER AND REFILLS (Hand Sanitiser Dispenser Auto Spray 650ml White)	For common AREAS Reception foyers	6
2.7.1	Hand sanitizer Liquid Touch Free Top Up Dispenser for reception	Kimberley (4) Upington (2)	
	Touch free, sensor operated for enhanced hygiene – Only top-up system available – Batteries serviced by trained Bidvest Steiner staff – View window for ease of service – Time delay on dispensing – Lockable		
2.7.2	Foam Touch Free Seat Sanitiser Dispenser	Kimberley (13) Upington (4)	17
	<ul style="list-style-type: none"> Complete assurance against the spread of and contamination from bacteria on the toilet seat and washroom surfaces <ul style="list-style-type: none"> Wipe away bacteria build-up with a proven 99% bacteria kill formula Quick drying formulation to ensure clean and dry surface in seconds One shot foaming system Touch free, sensor unit for increased hygiene Batteries serviced by trained Bidvest Steiner staff Cartridge or top-up system Lockable unit to prevent pilferage View window for at-a-glance maintenance Time delay dispensing to prevent wastage Low cost in use 		
2.8	AUTO FOAMING HAND SOAP DISPENSER	Monthly maintenance	16
2.8.1	features: - Automatic: Smart Motion Infra-red Sensor Technology, Touch-less, and Hands -free Activation. Put your hands close to the nozzle and you will get soap foam automatically. - UV disinfection: Equipped with a UV disinfection lamp, sterilize while foaming, double disinfection, and sterilization effect with cleaning foam. - Can be used: Public restrooms, schools, bathroom, catering, kitchen, etc. - Smart sensor: UV disinfection		
2.9	Servicing and maintenance for a period of 36 months (summary of maintenance and services as stated above)		
	<ul style="list-style-type: none"> Refilling of Paper Towels and toilet papers provide keys for internal cleaners to refill (7 Copies of keys). 	Will be done internally Service Provider to provide keys	7 keys to be provided
	<ul style="list-style-type: none"> Removal and Deep Cleaning of SHE Bins 	Kimberley Weekly	

	<ul style="list-style-type: none"> Empty the SHE bins, replace the refuse bag and removal of sanitary waste. 	Upington twice month	
	<ul style="list-style-type: none"> Removal and Deep Cleaning of Urinal and Toilet Auto Cleaner Dispenser 	Monthly delivery and maintenance	
	<ul style="list-style-type: none"> Refilling of Foam Soap 	Monthly delivery and filling in the containers	
	<ul style="list-style-type: none"> Refilling of Hand & Sanitizer Dispensers 	Monthly delivery and maintenance	32
	<ul style="list-style-type: none"> Refilling of Metered Toilet Auto Fragrance Spray 	Monthly delivery and maintenance	34

3. PRICING

- The bidder must furnish a written quotation
- The bid prices must be valid (fixed) for the entire duration of the contract.
- All prices must be inclusive of VAT where applicable
- Pricing must include the supply and installation of all hygiene services, products and equipment.

4. ADMINISTRATIVE COMPLIANCE

Bidders are required to comply with the following criteria listed below:

No	Criteria	Yes	No
1.	Companies must be registered with National Treasury's Central Supplier Database. Provide proof of print out from CSD.		
2.	Tax compliant with SARS (to be verified through CSD).		
3.	Complete, sign and submit SBD 1, SBD 3.2, SBD 4 and SBD 6.1		
4.	General Conditions of Contract (GCC)		
6.	Active registration with Company Intellectual Property Commission (to be verified through CSD and CIPC) Attach copy of CIPC/CIPRO Certificate		
7.	The service provider (and in the case of a consortium or joint venture – at least one member of such consortium or joint venture) should submit a notary agreement between the parties must clearly identify the lead partner (if applicable)		
8.	CERTIFICATE OF AUTHORITY FOR SIGNATORY (bidders to complete the relevant form.)		
9.	Copy of an Identity document of the authorised individual to represent the Service provider as per the CERTIFICATE OF AUTHORITY FOR SIGNATORY form		

PHASE 1: MANDATORY COMPLIANCE (IF NOT COMPLIED WITH BIDDER WILL BE DISQUALIFIED)

PHASE 2: FUNCTIONAL/TECHNICAL CRITERIA

PHASE 3: POINTS AWARDED FOR PRICE AND SPECIFIC GOALS (80/20 PREFERENTIAL SYSTEM)

PHASE 1: MANDATORY COMPLIANCE (IF ALL NOT COMPLIED WITH BIDDER WILL BE DISQUALIFIED)

Document that must be submitted	Comply/ Not Comply
a) Bidder to provide at least 3 reference or appointment letters of the same service. <ul style="list-style-type: none"> Each reference letter must be on the letterhead of the institution/organisation/company with contactable details (email and telephone numbers) and show the duration of the appointment 	
b) The bidder must have been in operation for a period of at least two consecutive years in the field of supplying, installing and maintaining equipment reflected in the bid.	
c) Provide incineration certificate for the SHE bins content to be removed	

PHASE 2: FUNCTIONAL/TECHNICAL CRITERIA:

The bidder is expected to achieve a minimum required score of 70% for functionality in order to qualify to the next phase. Bids that do not meet the minimum required score will be disqualified. The Functional/Technical criteria are:

No.	Criteria	Weighting
1.	Company Profile and Experience Provision of relevant Hygiene Services experience of minimum of two (2) years and provide proof of hygiene services provided. Three (3) reference letters to be attached as proof. <ul style="list-style-type: none"> Less than 2 years of experience = 5 2 or more years of experience = 10 1 reference letter correct according to mandatory criteria specification = 5 2 reference letters correct according to mandatory criteria specification = 10 3 reference letters correct according to mandatory criteria specification = 15 	25
2	Installations	25

No.	Criteria	Weighting
	<ul style="list-style-type: none"> Design and Features = 5 Capacity = 5 Safety and Hygiene = 5 Placement = 5 Compliance and Disposal= 5 	
3.	Frequency of refills and collection of waste <ul style="list-style-type: none"> Intervals = 5 Waste collection criteria = 20 <ul style="list-style-type: none"> Handling Storage Safety Transportation 	25
4.	Travel Management Plan Maintenance and Support <ul style="list-style-type: none"> Project plan - 5 Methodology = 5 Detailed weekly duties with timeframes = 5 Detailed replenishment frequency of consumables = 5 Monitoring and repair(s) = 5 	25
	Maximum Points	100

PHASE 3: POINTS AWARDED FOR PRICE AND SPECIFIC GOALS (80/20 PREFERENTIAL SYSTEM)

The 80/20 Preferential Procurement System will be used in evaluating these bids:

Evaluation element	Weighting (Points)
SPECIFIC GOALS	20
PRICE	80
Total	100

Price

A maximum of 80 points is allocated for price on the following basis:

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) \quad \text{or}$$

Where:

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{min} = Comparative price of lowest acceptable bid

Preference point system

SPECIFIC GOALS	NUMBER OF POINTS TO BE ALLOCATED 80/10
Women	5
People with disability	5
Youth (35 and below)	5
Location of enterprise (Province)	2
B-BBEE status level contributors from level 1 to 2 which are QSE or EME	3
Total points for SPECIFIC GOALS	20

Documents Requirement for verification of Points allocation: -

Procurement Requirement	Required Proof Documents
Women	Full CSD Report
Disability	Full CSD Report
Youth	Full CSD Report
Location	Full CSD Report
B-BBEE status level contributors from level 1 to 2 which are QSE or EME	Valid BBBEE certificate/affidavit Consolidated BEE certificate in cases of Joint Venture Full CSD Report

The definition and measurement of the goals above is as follows:

Women, disability, and youth:

This will be measured by calculating the pro-rata percentage of ownership of the bidding company which meets this criterion. E.g., Company A has five shareholders each of whom own 20% of the company. Three of the five shareholders meet the criterion, i.e. they are women/disability/youth. Therefore, this bidder will obtain 60% of the points allowable for this goal.

Location of enterprise

Local equals province. Where a project cuts across more than one province, the bidder may be located in any of the relevant provinces to obtain the points.

BBBEE status level contributors from level 1 to 2 which are QSE or EME

Measured in terms of normal BBBEE requirements.

Note: Formula for calculating points for specific goals

Preference points for entities are calculated on their percentage shareholding in a business, if they are actively involved in and exercise control over the enterprise. The following formula is prescribed:

$$PC = \frac{Mpa \times P\text{-own}}{100}$$

Where

PC= Points awarded for specific goal

Mpa= The maximum number of points awarded for ownership in that specific category

P-own = The percentage of equity ownership by the enterprise or business

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. DWS will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

5. CONDITION/S

- a) The installation of dispensers must be completed within 3 working days
- b) All training must be conducted immediately upon installation.
- c) Suppliers need a minimum of 70% to qualify in Phase 2 of the evaluation.
- d) DWS reserves the right to award the required services to multiple service providers.
- e) The Department will not be liable to any damage caused by the contractor, whatsoever.
- f) The department will not be held liable of injury of the contractors' employees
- g) Suppliers are requested to provide a clear agreement regarding joint venture/consortia. The percentage involvement of each company in the joint venture agreement should be indicated on the agreement. A trust, consortium or joint venture must submit a consolidated B-BBEE Status Level Verification Certificate for every separate bid.
- h) A person will not be awarded points for B-BBEE status level if it is indicated in the quotation that such a supplier intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such supplier qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- i) Suppliers are required to submit original and valid B-BBEE Status level Verification Certificate or certified copies thereof together with their quotations, to substantiate their B-BBEE rating claims.
- j) Suppliers who do not submit B-BBEE Status Level Verification Certificates or are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but should not be disqualified from the bidding process. They will score points out of 80 for price only and zero (0) points out of 20 for B-BBEE. A trust, consortium or joint venture must submit a consolidated B-BBEE Status Level Verification Certificate.
- k) It is a requirement that suppliers who do business with government must comply to the relevant tax legislations and bidders are required to submit an ORIGINAL AND VALID Tax Clearance Certificate as issued by SARS. Failure to submit such will invalidate your quotation.
- l) The department reserves the right to negotiate prizes

19. COMPULSORY BRIEFING SESSION

There will be no briefing session.

7. SERVICE LEVEL AGREEMENT

- 7.1 Upon award, DWS and the successful bidders will conclude a Service Level Agreement regulating the specific terms and conditions applicable to the services being procured by DWS in the format of the draft Service Level Indicators included in this tender pack.
- 7.2 DWS reserves the right to vary the proposed draft Service Level Indicators during the course of negotiations with bidders by amending or adding thereto.
- 7.3 Bidder(s) are requested to:
- a. Comment on draft Service Level Indicators and where necessary, make proposals to the indicators.
 - b. Explain each comment and/or amendment; and
 - c. Use an easily identifiable colour font or “track changes” for all changes and/or amendments to the Service Level Indicators for ease of reference.
- 7.4 DWS reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to DWS or pose a risk to the organisation.

8 CONTACT ENQUIRIES

- 8.1 Please note that all formal enquiries should be submitted to both contact enquiries listed below.
- 8.2 All bid enquiries should be directed to:

SCM Administrative enquiries

Any enquiries regarding the bidding procedure may be directed to:

Contact Person: Ms S. Letebele

Telephone No.: (053) 830 8854 (During office Hours)

Email Address: Letebeles@dws.gov.za

Technical

Any enquiries regarding technical information may be directed to:

Contact Person: Ms M. Wiso

Telephone No.: (053) 836 7614 (During Office Hours)

Email Address: wisom@dws.gov.za

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